

Office of Small and Disadvantage Business Utilization Quality Assurance and Risk Management Program

1. **Introduction.** This is a non-personnel services contract to provide development, implementation and management of a Quality Management System (QMS) based on ISO 9001:2015 and Risk Management program based on ISO 31000 Standards. The Government shall not exercise any supervision or control over the contract service providers performing the services herein. Such contract service providers shall be accountable solely to the Contractor who, in turn is responsible to the Government.
2. **Scope or Purpose.** The Office of Small and Disadvantage Business Utilization (OSDBU) has applied ISO 9001:2008 QMS standards to one of six directorates in which it is accountable. The results have been more than favorable in reference to management of quality and customer satisfaction. This directorate “The Center for Verification and Evaluation” recently received its certification in meeting ISO 9001:2008 requirements. OSDBU is seeking to establish and apply ISO 9001:2015 QMS standards to the remaining five directorates and transition CVE from 9001:2008 to 9001:2015. In addition OSDBU is seeking to develop and deploy a risk management program based on ISO 31000 principles and The Committee of Sponsoring Organizations of the Treadway Commission (COSO) framework.
3. **Period of Performance**
 - Base September 15 , 2016 – September 15, 2017
 - Option One September 15, 2017 – September 14, 2018
 - Option Two September 15, 2018 – September 14, 2019
 - Option Three September 15, 2019 – September 14, 2020
4. **Place of Performance.** The primary place of performance shall be at the contractor’s locations with the exception of those designated to work at the following Government locations: 801 I Street NW, Washington, DC 20410; 90K St. NE, Washington, DC 20002; and other Government sites within the Washington, DC metropolitan area. All labor categories are required to work onsite at the government facilities. The contracting officer representative (COR) will have the option to allow contractors to work remotely.
5. **Travel.** Travel within a 50 mile radius of VA Central Office (VACO) or between the contractor’s facility and Government locations are considered “local travel” and will not be reimbursed. Travel to and from work is consider the cost of doing business and shall not be reimbursed. There is no additional travel required for this effort.

6. Specific Task and Deliverables

6.1 TASK 1 – Project Management

The contractor will attend a kick-off meeting scheduled by OSDBU within the first fourteen (14) days of the start of performance. The contractor shall provide a detailed briefing of the draft Project Work Plan (PWP), and On-boarding Plan.

Within 10 days after the kick-off meeting, the contractor shall submit a detailed PWP for the VA project team, which presents the contractor's plan for completing the requirements in this PWS. The contractor's plan shall be responsive to this PWS.

The PWP shall include, at a minimum, the following:

Project management and quality control;

Recommend a plan for examiners to request missing or outdated business documents and assist the Veteran by providing instructions on how to upload these documents into the electronic case management system while/after conducting a verification on-site examination;

Risk management;

Mitigation strategies;

Records management plan IAW VA policy;

Organizational Conflict of Interest procedures; and

Recommend audit/quality assurance procedures for Government inspection of the contractor's facilities, records, and practices; and

Recommend Closeout Management Plan to ensure all project tasks and deliverables have been completed and delivered to the COR. The plan shall document lessons learned and feedback from participants/applicants.

The recommendations in the PWP are subject to approval by the Government.

The contractor shall develop and maintain an effective Quality Control Plan (QCP) to ensure services are performed in accordance with this PWS and the specific performance standards in section 9.0. The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The contractor's QCP is the means by which contractor ensures work complies with the requirement of the BPA. A QCP is due within 30 days after BPA award: a comprehensive written QCP shall be submitted to the COR. This will include a comprehensive Quality Assurance Surveillance Plan (QASP) in accordance with the performance requirements in Section 9. Any proposed change to the quality control program shall be provided by the COR in writing.

The contractor shall provide a written plan for on-boarding new personnel to include recruitment, certification of examiners to conduct site visits, training, and completion of VA security investigation requirements. On-boarding plan will be presented to the Government for approval at the kick-off meeting.

The Contracting Officer (CO), Contracting Officer's Representative (COR), and other Government personnel, as appropriate, may meet periodically with the contractor to review the contractor's performance. At these meetings, the Government Program Manager (PM) will apprise the contractor of how the Government views the contractor's performance, and the Contractor will apprise the Government of problems, if any, being experienced. Appropriate

action shall be taken to resolve outstanding issues. These meetings shall be at no additional cost to the Government. On occasion, Government personnel may accompany on-site examiner(s) on the assigned on-site examinations.

Plans shall be updated annually within 10 business days upon the exercise of the option period.

Task 1 Deliverables:

6.1.1.a Kick-off Meeting

6.1.1.b Briefing/Project Work Plan

6.1.1.c Quality Control Plan

6.1.1.d On-boarding Plan/Training Plan

6.2 TASK 2 – Quality Assurance

6.2.1 Transition the verification program's (VP) current ISO 9001:2008 quality management system(QMS) to meet standards and requirements of ISO 9001:2015. Develop and ensure implementation of all clauses of ISO 9001:2015 standards to include but not limited to:

Documenting - the context of the organization

Documenting - the leadership's commitment

Planning to address risks and opportunities

Support - determining resources needs

Operations - implementation of controls of processes

Performance - monitoring, evaluating and analysis

Improvement - planning and management

Perform gap analysis on all OSDBU's functional areas to determine compliance with ISO 9001:2015 standards

6.2.1 Provide support to convert the verification programs ISO 9001:2008 certification to ISO 9001:2015. The contractor shall:

6.2.1a Provide and manage documentation determining internal and external issues relating to the successful achievement of OSDBU's quality goals per ISO 9001:2015 standards clause 4.

Deliverable:

6.2.1a Documented process and record that the verification program meet the requirements of ISO 9001:2015 clause 4

6.2.1b Provide and manage the documents that shows evidence OSDBU's leadership has demonstrated commitment to the QMS per ISO 9001:2015 clause 5.

Deliverable:

6.2.1b Documented process and record that the verification program meet the requirements of ISO 9001:2015 clause 5

6.2.1c Provide and manage the document that addresses all risks concerning known issues identified by the organization per ISO 9001:2015 standards clause 6.

Deliverable:

6.2.1c Documented process and record that the verification program meet the requirements of ISO 9001:2015 clause 6

6.2.1d Provide and manage the document identifying all resource needs per ISO 9001:2015 standards clause 7.

Deliverable:

6.2.1d Documented process and record that the verification program meet the requirements of ISO 9001:2015 clause 7

6.2.1e Provide evidence and management of control of processes, products and services per ISO 9001:2015 standards clause 8.

Deliverable:

6.2.1e Documented process and record that the verification program meet the requirements of ISO 9001:2015 clause 8

6.2.1f Provide and manage a process to determine if OSDBU's QMS meet quality objectives and customer satisfaction per ISO 9001:2015 clause 9.

Deliverable:

6.2.1f Documented process and record that the verification program meet the requirements of ISO 9001:2015 clause 9

6.2.1g Provide and manage a documented process improvement program per ISO 9001:2015 clause 10.

Deliverable:

6.2.1g Documented process and record that the verification program meet the requirements of ISO 9001:2015 clause 10

6.2.2 Provide support for quarterly Audits. The contractor shall:

Conduct scheduled formal quarterly internal audits, and draft Quarterly Audit Reports for Federal Team Leader approval.

Quarterly Audit Report: Report shall be a formatted in accordance with CVE Work Instructions (WI's)/ SOP's and meet standards established by Government team leaders and that identifies and explains areas of the verification process and supporting services that did not conform to VA/CVE's SOP's, WI's, Policy or Regulations. Audit reports shall identify any and all areas of the verification application process and support services in which substandard workmanship or deviation has occurred within the reporting period. Quality Assurance personnel in paragraph 10 must meet the minimum qualification requirements as stated.

Deliverable:

6.2.2 Quarterly Audit Reports

6.2.3 Provide support to Internal Compliance Audits. The contractor shall:

Support 20 Compliance Audits per month.

Compliance Audit Reports: The contractor shall provide 20 Individual Formatted Compliance Audit Reports identifying any deviation or confirmation of compliance with SOP/work instructions/SOP prior to final determination of an application.

Deliverable:

6.2.3 Compliance Audit Reports

6.2.4 Provide support to Investigative Audits. The contractor shall:

Support 4 investigative audits per quarter.

Quarterly Investigative Audit Reports; Reports shall consist of a formatted investigative audit report focused in areas of concern (i.e., known trends, risk, defective products or services) and audit reports shall substantiate or eliminate assumptions of poor quality or sub-standard workmanship.

Deliverable:

6.2.4 Investigative Audit Report

6.2.5 Provide Support Change Control. The contractor shall:

- Process and manage all change requests;
- Perform Strengths, Weaknesses, Opportunities, and Threats (SWOT); and
- Measure Performance of all approved changes.

Change Control Management Report: The report shall be signature-ready consisting of elements needed to effectively manage process change management (i.e., SWOT reports, performance management reports, meeting minutes etc.) that complies with CVE SOP requirements. Signature Ready SOP/Work Instructions/Policy Documents: The contractor shall provide signature ready SOP/work instructions and policy documents that details the organization's operations and guidance.

Deliverables:

6.2.5.a Change Control Management Report

6.2.5.b Signature Ready SOP/Work Instructions/Policy Documents

6.2.6 Provide support to trend analysis. The contractor shall:

- Perform trend analysis in accordance with guidance from Federal Team Leaders.

Weekly Trend Analysis: Report shall consist of application processing data, throughput, and validation of productivity in each stage of process, error reports/deficiencies and man hours used complete rework.

Deliverable:

6.2.6 Weekly Trend Analysis Report

6.2.7 Provide support to Data Mining. The contractor shall:

- Provide Data Mining. Report as requested, to a maximum of four (4) per month.

Data Mining Report: Report shall include Verification data request from Government Accountability Office (GAO), Inspector General (IG), Congressional Inquiries, and Freedom of Information Act (FOIA) inquiries.

Deliverable:

6.2.7 Data Mining Report

6.2.8 Productivity Reports. The contractor shall document achievement against portfolio's accomplishment with designated metrics productivity.

Productivity Reports: The contractor shall report achievement against the portfolio's accomplishment

metrics as established by CVE

Deliverable:

6.2.8 Productivity Report

6.2.9 Provide Gap Analysis.

The contractor shall perform a gap analysis across all functional areas of OSDBU to determine its conformity to ISO 9001:2015 QMS standards.

Deliverable:

6.2.9 Gap Analysis Report

6.2.10 Develop a project plan to implement a QMS based on ISO 9001:2015 requirements across all functional areas of OSDBU.

Deliverable:

6.2.10 Detailed Project plan written in Microsoft Project

6.3 TASK 3 – Risk Mitigation

6.3.1 Process Office of Inspector General (OIG) Hotline Referrals. The contractor shall:

- Research allegation to determine whether it is substantiated or unsubstantiated, and prepare OIG Hotline Referral Report;
- Recommend Government initiate site visit or cancellation, if warranted and draft signature ready documentation for the applicable process chosen;
- Prepare and submit hotline analysis for OIG with recommendations to Federal Team Leaders;
- Maintain and annotate all actions in the OIG spreadsheet;
- Prepare Hotline Referral in accordance with template established by CVE; and
- Recommend OIG process improvements.

OIG Hotline Referral Analysis Report: Report shall include thorough research of the alleged firm's profile and business documents to determine compliance with the regulation. The analysis shall contain a substantiated recommendation on compliance with 38CFR 74 and include a

recommendation to Federal Team Leader on the validity of the allegation(s) made in the OIG Hotline Referral. Reports shall be signature-ready for Government personnel.

Deliverables:

6.3.1.a OIG Hotline Referral Analysis Report

6.3.1.b Hotline Analysis OIG recommendations

6.3.1.c OIG spreadsheet

6.3.1.d Recommend OIG Process Improvements

6.3.2 Process Non-compliance Referrals. The contractor shall:

- Conduct thorough research of allegations of non-compliance referrals with the regulation identified from internal and external VA sources and conclude with a recommendation of whether the allegation is substantiated or if the firm is in compliance with 38CFR 74;
- Review for duplicate reporting via other channels;
- Prepare OIG referral, cancellation notice, debarment package, request site visit, or close out investigation and draft signature ready documentation for the applicable process chosen;
- Maintain and annotate all actions in a tracking spreadsheet and annotate actions in the case management system
- Prepare Non-compliance Analysis Report and Government Review Tracking Report in accordance with template established by CVE; and
- Recommend Non-compliance Referral process improvements.

OIG Fraud Tip Analysis Report: Report shall include a thorough research of the alleged firm's profile and a review of business documents to determine compliance with the regulation. The analysis shall contain a substantiated recommendation in compliance with 38 CFR 74 and include a recommendation to government management on the validity of the allegation(s) made in the non-compliance referral. Analysis shall be signature ready for Government personnel.

OIG Document Referral Report: Report shall include an actionable package to OIG that clearly outlines the suspected misrepresentation of potential fraudulent action(s) and non-compliance with 38 CFR Part 74.

Deliverables:

6.3.2.a Non-compliance Referral and Analysis Report

6.3.2.b OIG Document Referral Report

6.3.2.c Prepare Signature Ready OIG Referral Response, cancellation, debarment, site visit, or other action to close out investigation

6.3.3 Process OIG Document Request. The contractor shall:

- Process document requests received from OIG;
- Compile all documents pertaining to specific firm requested to OIG;
- Prepare OIG document report and attachments in accordance with template established by CVE and send to federal staff for approval;
- Conduct research and apply risk model to firms;
- Recommend action to include OSE to CVE;
- Request OIG de-confliction of selected firms;
- Schedule 14 day or 30 day OSE upon Government approval;
- Maintain and annotate all actions in the OSE spreadsheet and in CVE Case MIS; and
- Recommend process improvements.

OIG Document Report: Report shall include an in-depth search and documentation of all communications with the business owners and/or their designated representatives. The request shall consist of all documents received from the owners or designated representatives and be organized in a format provided by the Government. The final request shall consist of all communications and documents received/held by CVE and process improvement recommendations.

Deliverable:

6.3.3 OIG Document Request Report with recommendations

6.3.4 Identify firms for On-Site Examinations (OSE) and process On-Site Examination Reports. The contractor shall:

- Prepare OSE recommendations and schedule OSEs;
- Recommend assignment of an On-Site Examination (OSE) based on internal or external CVE request, non-compliance referral, or risk- based quality control on verified firms or firms seeking verification;
- Conduct research and recommend firms for OSE based on application of the risk matrix or

strategy;

- Request OIG approval to preform OSE of verified firms or firms seeking verification;
- Assign 7, 14, 21, or 30 day on-site examination upon government approval;
- Maintain and annotate all actions in the SV spreadsheet and in CVE Case MIS;
- Review all OSE reports for accuracy and compliance with 38 CFR 74 and make recommendations based on findings;
- Receive and review all completed OSE reports;
- Ensure OSE report is uploaded in CVE Case MIS;
- Return to requestor, if pre-verification;
- Complete a Government review summary report with recommendation for action;
- Review and correct as necessary signature ready compliance letter for director's signature. Once the letter is signed, scan and upload in MIS and e-mail to the applicant, if post-verification and firm is found to be compliant;
- Prepare Government review report and NOPC letter with attachments in accordance with template established by CVE. If post-verification and firm is found to be non-compliant, forward to cancellation team;
- Upload letter in CVE Case MIS, in accordance with template established by CVE;
- Add all letters sent for signature to the Determination Correspondence Spreadsheet when placed into the MIS;
- Reconcile weekly with determination team all compliance letters forwarded for signature; and
- Recommend process improvements.

OSE Schedules: Maintain and annotate all actions in OSE Status Report and in CVE Case MIS; improvements. The contractor shall review firms as directed by Government and recommend firms for OSE in accordance with CVE instructions and risk assessment/matrix.

Government Review Report: Government Review Report shall include a review of OSE report with a recommendation for NOPC or incompliance letter in accordance with CVE instructions and standards upon receipt of an OSE report from Government personnel. Upload all documents and communications to MIS.

- Prepare OSE compliance letters

Deliverables:

6.3.4.a OSE Recommendations and Schedules

6.3.4.b Government Review Report/NOPC

6.3.5 Prepare Debarment/Suspension Package for submission to the VA Debarment Committee. The contractor shall:

- Conduct research on all Notices of Verified Status Cancellation (NVSC);
- Prepare Debarment Referral Package to include Executive Summary sheet if evidence of willful and deliberate misrepresentation is suspected;
- Upload package to Debarment Committee SharePoint site;
- Recommend process improvements; and
- Maintain and annotate all actions on Debarment Status Report.

Department and Suspension Analysis Report: The contractor shall prepare Debarment and Suspension Analysis after reviewing NOPC/NVSCs, OIG hotline referrals, and fraud tips, as appropriate. Analysis shall be signature ready and clearly outline non-compliant findings with 38 CFR 74 to the debarment

committee. Analysis shall include attachments with business documents for the firm and communications between CVE and the business owners.

Deliverable:

6.3.5.a Department and Suspension Status Report

6.3.5.b Debarment Referral Package

6.3.6 Prepare Statistical Data and Analysis. The contractor shall:

- Prepare detailed slides on assigned task that represent weekly actions for presentation to CVE;
- Collect, calculate, and post weekly process metrics data on all CVE Risk activity as directed by CVE; and
- Recommend process improvements.

Metric Reports: Metrics Reports shall include metrics, graphs, tables, and perform trend analysis in accordance with CVE provided template on a weekly basis. Report shall provide

statistical data and analysis to be used for decision making by Government personnel. Report shall be in PowerPoint slide format as determined by Government.

Deliverable:

6.3.6 Metric Reports as required

6.3.7 Prepare signature ready Notice of Proposed Cancellation (NOPC); Notice of Verified Status Cancellation letter (NVSC); Approval letter; or Appeal Letter. The contractor shall:

- Review on-site examination report or other documentation supporting the allegation found in the MIS;
- Review necessary online resources associated with subject case based on fact pattern;
- Update and thoroughly maintain NOPC/NVSC spreadsheet in accordance with process established by CVE and annotate all actions in CVE Case MIS; Assign all cases in accordance with SOP;
- Draft and submit signature ready NOPC letter in accordance with template established by CVE;
- Upload participant responses as a PDF file in the MIS;
- Answer all participant responses as appropriate and in accordance with SOP. Upload all responses as a PDF file in the MIS;
- Review participants' responses and applicable documents in MIS based on 38 CFR Part 74;
- Review NOPC response documents;
- Draft and submit signature ready NVSC letter for cases where participant submission does not clear or refute "Findings";
- Monitor cancellation email box for applicant appeal;
- Forward all NVSC appeals to OGC via Government Liaison;
- Process OGC response - Draft and submit signature ready Appeal Approval or Appeal Denial as appropriate;
- Update case status in the MIS and NOPC/NVSC spreadsheet;
- List all NOPC/NVSC letters with complete set of "findings" in accordance with 38 CFR Part 74;

- Report metrics weekly, monthly, or as from the NOPC/NVSC spreadsheet;
- Reconcile weekly all MIS queues to ensure no late outlying cases exist;
- Reconcile weekly with determination team all NOPC/NVSC letters forwarded for signature; and
- Add all letters sent for signature to the Determination Correspondence Spreadsheet when placed into the MIS.

NOPC Analysis: The contractor shall review all NOPC for accuracy. Track and monitor the status of all

NOPCs via spreadsheet or MIS to ensure timely processing. Reconcile weekly and notify Government personnel of discrepancies. Review and upload all documents and participant responses to the MIS.

Signature Ready Letters. Letters shall be provided using approved CVE template format that outlines the rationale for actions. These letters include:

- Notice of Proposed Cancellation (NOPC);
- Notice of Verified Status of Cancellation (NVSC),;
- NVSC Appeal Letter;
- NOPC/NVSC Compliance Letter; and
- NOPC/NVSC Rescind Letter.

Deliverables:

6.3.7.a NOPC Trend Analysis

6.3.7.b Signature Ready Letters (NOPC, NVSC, NVSC Appeal Letter, NOPC/NVSC Compliance Letter and NOPC/NVSC Rescind Letter

6.3.8 Productivity Reports. The contractor shall:

- Document with designated metrics productivity.

Productivity Reports: The contractor shall report achievement against the portfolio's accomplishment metrics as established by CVE

Deliverable:

6.3.8 Productivity Reports

6.3.9 Provide Gap Analysis.

The contractor shall perform a gap analysis across all functional areas of OSDBU to determine its conformity to ISO 31000 and COSO frameworks.

Deliverable:

6.3.9 Gap Analysis Report

6.3.10 Develop a project plan to implement a Risk Management Program based on ISO 31000 and COSO frameworks requirements across all functional areas of OSDBU.

Deliverable:

6.3.10 Detailed Project plan written in Microsoft Project

OPTIONAL TASKS

6.4 TASK 4 – Implementation of a Quality Management System(QMS) based on ISO 9001:2015 standards for all OSDBU functional areas.

6.4.1 Quality Assurance: Develop and implement a Quality Management System (QMS) based on ISO 9001:2015 for the Office of Small and Disadvantage Utilization. Develop and ensure implementation of all clauses of ISO 9001:2015 standards to include but not limited to:

- **Documenting - the context of the organization**
- **Documenting - the leadership's commitment**
- **Planning to address risks and opportunities**
- **Support - determining resources needs**
- **Operations - implementation of controls of processes**
- **Performance - monitoring, evaluating and analysis**
- **Improvement - planning and management**

Deliverable:

6.4.1a Documented process and record that OSDBU meet the requirements of ISO 9001:2015 clause 4

6.4.1b Documented process and record that OSDBU meet the requirements of ISO 9001:2015 clause 5

6.4.1c Documented process and record that OSDBU meet the requirements of ISO 9001:2015 clause 6

6.4.1d Documented process and record that OSDBU meet the requirements of ISO 9001:2015 clause 7

6.4.1e Documented process and record that OSDBU meet the requirements of ISO 9001:2015 clause 8

6.4.1f Documented process and record that OSDBU meet the requirements of ISO 9001:2015 clause 9

6.4.1g Documented process and record that OSDBU meet the requirements of ISO 9001:2015 clause 10

6.5 TASK 5 – Risk Management: Develop and implement a Risk Management Program based on ISO 31000:2009 for the Office of Small and Disadvantage Utilization. Develop and implement plan based on International Organization for Standardization ISO 31000 and COSO frameworks for OSDBU.

6.5.1 Develop and implement a Risk Management Program for OSDBU based on both ISO 31000 principles and COSO framework by creating and managing the following areas:

- Control Environment
 - Establish structure and enforce accountability
 - Risk Assessment
 - Identify and analyze organizational risk
 - Control Activities
 - Develop and implement controls
 - Create policies and procedures
 - Information & Communication
 - Use relevant and all data available
 - Develop internal and external communication plans
 - Monitoring Activities
 - Conduct ongoing assessments of evaluations and current operations
 - Communicate deficiencies
- Manage the project to ensure success within an established timeframe, keeping the Contracting Officer Representative apprised of progress. In addition, provide the following to establish a baseline, implementation start date and overall management of the Risk Management Program.

Deliverables:

6.5.1a Develop Risk Program Implementation Plan for OSDBU

6.5.1b Risk Program Project Plan for OSDBU

- 6.5.1c Weekly Risk Program Project Reports for OSDBU
- 6.5.1d Provide trend analysis reports for OSDBU
- 6.5.1e Prepare Statistical Data and Analysis as it relates to risk management for OSDBU
- 6.5.1f Facilitate review of OSDBU's draft performance work statements (PWS) to ensure all program requirements are captured and all risks have been identified.
- 6.5.1g Establish a Control Environment for OSDBU
- 6.5.1h Evidence of documented Risk Management Processes for OSDBU
- 6.5.1i Risk management reports of OSDBU's risk program
- 6.5.1j Perform Risk Assessments for OSDBU
- 6.5.1k Establish Control Activities for OSDBU
- 6.5.1l Developed Information & Communication for OSDBU
- 6.5.1m Monitoring Activities for OSDBU
- 6.5.1n Risk Program based on ISO 31000 and COSO Framework for OSDBU

6.6 TASK 6 – Optional Labor Hour Support

There are situations in which OSDBU cannot predict the required tasks in support of CVE Verification or other OSDBU functions. The labor hour support provided under this optional task will be used in such instances. The Government will provide notification prior to exercising the optional task. The notification will include the labor category required, type of assignment and tasks to be completed. When appropriate, the Government may use the negotiated labor rates to develop fixed price deliverables. The contractor shall provide an experience biography for personnel proposed to fulfill the assignment for review by the Government. A full range of labor categories, duties, and minimum qualifications will be provided. An optional labor hour CLIN or fixed priced CLIN may be exercised more than once. However, the total number of labor hours exercised for each labor hour category shall not exceed 584 during the base period and 1920 during each option period.

Deliverable:
6.6.1 TBD

7. Delivery Schedule.

Base Year Deliverables:

Task	Deliverable	Quantity	Delivery Date
6.1.1.a	Kick-off Meeting	1	7 days after award
6.1.2.b	Briefing/Project Work Plan	1	Base: 5 days after kick-off meeting Option: Update

			due 10 days after exercise of option
6.1.3.c	Quality Control Plan	1	5 days after kick-off meeting Option: Update due 10 days
6.1.4.d	On-boarding Plan/Training Plan	1	7 days after award Option: Update due 10 days after exercise of option.
6.2.1a	Documented process and records meeting requirements of clause 4 ISO 9001:2015 standards	As required per ISO standard	Based on accepted project schedule
6.2.1b	Documented process and records meeting requirements of clause 5 ISO 9001:2015 standards	As required per ISO standard	Based on accepted project schedule
6.2.1c	Documented process and records meeting requirements of clause 6 ISO 9001:2015 standards	As required per ISO standard	Based on accepted project schedule
6.2.1d	Documented process and records meeting requirements of clause 7 ISO 9001:2015 standards	As required per ISO standard	Based on accepted project schedule
6.2.1e	Documented process and records meeting requirements of clause 8 ISO 9001:2015 standards	As required per ISO standard	Based on accepted project schedule
6.2.1f	Documented process and records meeting requirements of clause 9 ISO 9001:2015 standards	As required per ISO standard	Based on accepted project schedule
6.2.1g	Documented process and records meeting requirements of clause 10 ISO 9001:2015 standards	As required per ISO standard	Based on accepted project schedule

6.2.2	Quarterly Audit Reports	As required to ensure ISO 9001:2015 compliance	Quarterly
6.2.3	Compliance Audit Reports	260 per year	Weekly
6.2.4	Investigative Audit Report	As required	1 week of assignment
6.2.5a	Change Control Management Report	24	Bi-weekly
6.2.5b	Signature Ready SOP/Work Instructions/Policy Documents	As required to comply with ISO 9001:2015	As required in accordance with ISO standards
6.2.6	Weekly Trend Analysis Report	52	Weekly
6.2.7	Data Mining Report	As required	1 week of assignment
6.2.8	Productivity Reports	52	weekly
6.2.9	Gap Analysis of OSBDU's QMS	1	1 month after contract award
6.2.10	QMS Project Plan	1	1 month after contract award
6.3.1.a	OIG Hotline Referral and Analysis Report	50 per year	2 weeks of assignment
6.3.1.b	Hotline Analysis OIG recommendations	50	TBD
6.3.1.c	OIG referrals spreadsheet	As required	Weekly
6.3.1.d	Recommend Non-compliance Referral Process Improvements	As required	TBD
6.3.2.a	Non-compliance referral Analysis and Report	800	Weekly
6.3.2.b	OIG Document Referral Report	50	TBD
6.3.2.c	Prepare Signature Ready OIG Referral Response, cancellation, debarment, site visit, or other action to close out investigation	250	As required by Work Instruction
6.3.3	OIG Document Request	As required	As required by Work Instruction

	Report		
6.3.4.a	OSE Recommendations and Schedules	400 per year	Weekly
6.3.4.b	Government Review Report/NOPC	400 per year	Weekly
6.3.5.a	Debarment and Suspension Status Report	12	Monthly
6.3.5.b	Debarment Referral Package	25 per year	TBD
6.3.6	Metric Reports	52 per year	Weekly
6.3.7.a	NOPC Trend Analysis Report	12	Monthly
6.3.7.b	Signature Ready Letters (NOPC, NVSC, NVSC Appeal Letter, NOPC/NVSC Compliance Letter and NOPC/NVSC Rescind Letter	250 per year	TBD
6.3.8	Productivity Reports	52	Weekly
6.3.9	Gap Analysis of OSDBU's functional areas for compliance to ISO 31000 and COSO frameworks	1	2 Months of contract award
6.3.10	Project Plan for Implementation of OSDBU Risk Program	1	2 months of contract award
6.4.1a	Document determining internal and external issues relating to the successful achievement of OSDBU's quality goals per clause 4 ISO 9001:2015 standards	As required per ISO standard	Based on accepted project schedule
6.4.1b	Evidence that the OSDBU's leadership has demonstrated commitment to the QMS per ISO 9001:2015 clause 5	As required per ISO standard	Based on accepted project schedule
6.4.1c	Document that addresses all risks concerning known issues identified by the	As required per ISO standard	Based on accepted project schedule

	organization per clause 6 ISO 9001:2015 standards		
6.4.1d	Document identifying all resource needs per clause 7 ISO 9001:2015 standards	As required per ISO standard	Based on accepted project schedule
6.4.1e	Evidence of control of processes, products and services per clause 8 ISO 9001:2015 standards	As required per ISO standard	Based on accepted project schedule
6.4.1f	Process to determine if OSDBU's QMS meet quality objectives and customer satisfaction per clause 9 ISO 9001:2015	As required per ISO standard	Based on accepted project schedule
6.4.1.g	Documented process improvement program per clause 10 ISO 9001:2015 for OSDBU	As required per ISO standard	Based on accepted project schedule
6.5.1a	Provide Risk Program Implementation Plan for OSDBU	1	May 30, 2016
6.5.1b	Risk Program Project Plan for OSDBU	1	June 5, 2016
6.5.1c	Weekly Risk Program Project Reports for OSDBU	Based on length of project	Monthly starting 45 days after award
6.5.1d	Provide trend analysis reports for OSDBU	As required life cycle of contract	Monthly Starting 30 days after award
6.5.1e	Prepare Statistical Data and Analysis as it relates to risk management for OSDBU	As required	Weekly Start 15 days after award
6.5.1f	Facilitate review of OSDBU's draft performance work statements (PWS) to ensure all program requirements are captured and all risks have been identified.	As required	Within two weeks of requirement
6.5.1g	Establish a Control Environment for OSDBU	IAW ISO 31000 and COSO framework	Based on Accepted Project Plan
6.5.1h	Evidence of documented Risk Management Processes for OSDBU	1	Based on Accepted Project Plan
6.5.1i	Risk management reports of OSDBU's risk program	As required	Bi-weekly based on acceptance of project plan

6.5.1j	Perform Risk Assessments for OSDBU	IAW ISO 31000 and COSO framework	Based on Accepted Project Plan
6.5.1k	Establish Control Activities for OSDBU	IAW ISO 31000 and COSO framework	Based on Accepted Project Plan
6.5.1l	Developed Information & Communication for OSDBU	IAW ISO 31000 and COSO framework	Based on Accepted Project Plan
6.5.1m	Monitoring Activities for OSDBU	IAW ISO 31000 and COSO framework	Based on Accepted Project Plan
6.5.1n	Risk Program based on ISO 31000 and COSO Framework for OSDBU	As required	Based on Accepted Project Plan
6.6.1	Optional Labor Hours	TBD	TBD

Option Year 1 Deliverables:

6.1.2.b	Project Work Plan	1	Base: 5 days after kick-off meeting Option: Update due 10 days after exercise of option
6.1.3.c	Quality Control Plan	1	5 days after kick-off meeting Option: Update due 10 days
6.1.4.d	Training Plan	1	7 days after award Option: Update due 10 days after exercise of option.
6.2.1a	Manage process and records meeting requirements of clause 4 ISO 9001:2015 standards	As required per ISO standard	Based on accepted project schedule
6.2.1b	Manage process and records meeting requirements of clause 5 ISO 9001:2015 standards	As required per ISO standard	Based on accepted project schedule
6.2.1c	Manage process and records meeting requirements of clause 6 ISO 9001:2015 standards	As required per ISO standard	Based on accepted project schedule
6.2.1d	Manage process and records meeting	As required per ISO standard	Based on accepted project schedule

	requirements of clause 7 ISO 9001:2015 standards		
6.2.1e	Manage process and records meeting requirements of clause 8 ISO 9001:2015 standards	As required per ISO standard	Based on accepted project schedule
6.2.1f	Manage process and records meeting requirements of clause 9 ISO 9001:2015 standards	As required per ISO standard	Based on accepted project schedule
6.2.1g	Manage process and records meeting requirements of clause 10 ISO 9001:2015 standards	As required per ISO standard	Based on accepted project schedule
6.2.2	Quarterly Audit Reports	As required to ensure ISO 9001:2015 compliance	Quarterly
6.2.3	Compliance Audit Reports	260 per year	Weekly
6.2.4	Investigative Audit Report	As required	1 week of assignment
6.2.5a	Change Control Management Report	24	Bi-weekly
6.2.5b	Signature Ready SOP/Work Instructions/Policy Documents	As required to comply with ISO 9001:2015	As required in accordance with ISO standards
6.2.6	Weekly Trend Analysis Report	52	Weekly
6.2.7	Data Mining Report	As required	1 week of assignment
6.2.8	Productivity Reports	52	weekly
6.3.1.a	OIG Hotline Referral and Analysis Report	50 per year	2 weeks of assignment
6.3.1.b	Hotline Analysis OIG recommendations	50	TBD

6.3.1.c	OIG referrals spreadsheet	As required	Weekly
6.3.1.d	Recommend Non-compliance Referral Process Improvements	As required	TBD
6.3.2.a	Non-compliance referral Analysis and Report	800	Weekly
6.3.2.b	OIG Document Referral Report	50	TBD
6.3.2.c	Prepare Signature Ready OIG Referral Response, cancellation, debarment, site visit, or other action to close out investigation	250	As required by Work Instruction
6.3.3	OIG Document Request Report	As required	As required by Work Instruction
6.3.4.a	OSE Recommendations and Schedules	400 per year	Weekly
6.3.4.b	Government Review Report/NOPC	400 per year	Weekly
6.3.5.a	Debarment and Suspension Status Report	12	Monthly
6.3.5.b	Debarment Referral Package	25 per year	TBD
6.3.6	Metric Reports	52 per year	Weekly
6.3.7.a	NOPC Trend Analysis Report	12	Monthly
6.3.7.b	Signature Ready Letters (NOPC, NVSC, NVSC Appeal Letter, NOPC/NVSC Compliance Letter and NOPC/NVSC Rescind Letter	250 per year	TBD

6.3.8	Productivity Reports	52	Weekly
6.4.1a	Document determining internal and external issues relating to the successful achievement of OSDBU's quality goals per clause 4 ISO 9001:2015 standards	As required per ISO standard	Based on accepted project schedule
6.4.1b	Evidence that the OSDBU's leadership has demonstrated commitment to the QMS per ISO 9001:2015 clause 5	As required per ISO standard	Based on accepted project schedule
6.4.1c	Document that addresses all risks concerning known issues identified by the organization per clause 6 ISO 9001:2015 standards	As required per ISO standard	Based on accepted project schedule
6.4.1d	Document identifying all resource needs per clause 7 ISO 9001:2015 standards	As required per ISO standard	Based on accepted project schedule
6.4.1e	Evidence of control of processes, products and services per clause 8 ISO 9001:2015 standards	As required per ISO standard	Based on accepted project schedule
6.4.1f	Process to determine if OSDBU's QMS meet quality objectives and customer satisfaction per clause 9 ISO 9001:2015	As required per ISO standard	Based on accepted project schedule
6.4.1.g	Documented process improvement program per clause 10 ISO 9001:2015 for OSDBU	As required per ISO standard	Based on accepted project schedule
6.5.1a	Provide Risk Program Implementation Plan for	1	May 30, 2016

	OSDBU		
6.5.1b	Risk Program Project Plan for OSDBU	1	June 5, 2016
6.5.1c	Weekly Risk Program Project Reports for OSDBU	Based on length of project	Monthly starting 45 days after award
6.5.1d	Provide trend analysis reports for OSDBU	As required life cycle of contract	Monthly Starting 30 days after award
6.5.1e	Prepare Statistical Data and Analysis as it relates to risk management for OSDBU	As required	Weekly Start 15 days after award
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6.5.1j	Perform Risk Assessments for OSDBU	IAW ISO 31000 and COSO framework	Based on Accepted Project Plan
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6.5.1l	Developed Information & Communication for OSDBU	IAW ISO 31000 and COSO framework	Based on Accepted Project Plan
6.5.1m	Monitoring Activities for OSDBU	IAW ISO 31000 and COSO framework	Based on Accepted Project Plan
6.5.1n	Risk Program based on	As required	Based on Accepted

	ISO 31000 and COSO Framework for OSDBU		Project Plan
6.6.1	Optional Labor Hours	TBD	TBD

7. Government-Furnished Information, Equipment, and Facilities. The Government will provide access to Veterans Affairs network resources via Citrix. The Government will provide access to space for staff meetings at the discretion of the COR.

8. Key Personnel The contractor shall **provide a program manager** who shall be responsible for the performance of the work. The name of this person and an alternate who shall act for the contractor when the manager is absent shall be designated in writing to the contracting officer. The program manager or alternate shall have full authority to act for the contractor on all contract matters relating to daily operation of this contract. The contract manager or alternate shall be available between 8:00am and 4:30pm, Monday thru Friday except Federal holidays or when the government facility is closed for administrative reasons. Contractor shall inform CO and COR in any changes to Key Personnel prior to release. Qualifications for all key personnel are listed below:

- Program Manager shall be PMP certified or be able to obtain certification within 6 months of contract award.
 - Have at a minimum a Master’s degree
 - 8 years’ experience
 - Familiar with Quality Assurance and Quality Management Systems
- Quality Assurance Manager (Quality Management Specialist) shall have experience in development and leading implementing efforts of a QMS that ultimately lead to an official ISO certification.
 - Have at a minimum a Bachelor’s degree
 - 4 years’ experience
 - Experience in trend analysis both quantitative and qualitative
 - Experience in managing Quality Assurance teams
 - Familiarity with Quality Assurance and QMS application/databases

Preferred:

- Six years of performing audits and developing audit reports
- Risk Manager (Business Process Engineer) shall have experience in developing, implementing enterprise-wide risk management programs and establishing internal controls.
 - Have at a minimum a Bachelor’s degree

- Six years of experience managing risk programs, performing audits and developing audit reports.
- Three years of relevant work experienced with maintaining and implementation of ISO 31000 Standards
- Experience in developing risk programs based on COSO framework
- Statistician - Junior
 - Have at a minimum a Bachelor's degree
 - Three years of experience gathering data and applying statistical theories to data sets for organizational decision making.
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- Lean Six Sigma Specialist
 - BS Degree
 - Four years relevant work experience including but not limited to ISO 9001 implementation and management.
- Management Analyst
 - BS/BA four years minimum experience
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- SME
 - Master Degree and 10 years minimum experience
 - Juris Doctorate

9. Task Order Quality Assurance Surveillance Plan (QASP). It is the responsibility of the COR to ensure review and contractor compliance with these standards.

Deliverable or Requirement	Performance Standard	Surveillance Method	Outcome
6.1	Services shall be provided in accordance with the Deliverable Schedule 100% of the time In an acceptable format agreed to by the Government.	100% inspection. The TO COR will review each Deliverable for quality/timeliness according to criteria established in this TO	The Government will not pay for services that do not conform or do not meet performance standards, or have not been properly rendered. The contractor will be given an opportunity to correct non-conforming services at no cost to the Government if the services are non-conforming or the contract requirement is unacceptable.
6.2	Services shall be provided in accordance with the Deliverable	100% inspection. The TO COR will review each Deliverable for	The Government will not pay for services that do not conform or do not meet performance standards,

	Schedule per accepted project plan 97% of the time. All deliverable will meet ISO 9001:2015 standards	quality/timeliness according to criteria established in this TO	<p>or have not been properly rendered.</p> <p>Poor performance may result in issuance of a Contractor Discrepancy Report (CDR), as outlined in Section 7.2 of the IDIQ contract. The contractor's performance on this TO will be reported to the Contractor Performance Assessment Reporting System (CPARS) on an annual basis. The CO and</p>
6.3	Services shall be provided in accordance with the Deliverable Schedule 98% of the time In an acceptable format agreed to by the Government.	100% inspection. The TO COR will review each Deliverable for quality/timeliness according to criteria established in this TO	<p>The Government will not pay for services that do not conform or do not meet performance standards, or have not been properly rendered.</p> <p>Poor performance may result in issuance of a Contractor Discrepancy Report (CDR), as outlined in Section 7.2 of the IDIQ contract. The contractor's performance on this TO will be reported to the Contractor Performance Assessment Reporting System (CPARS) on an annual basis. The CO and COR will make use of information from CDRs, as well as any additional knowledge and information available to them with respect to the contractor's performance, to complete the CPARS.</p>
6.4	Services shall be provided in accordance with the Deliverable Schedule per accepted project plan 97% of the time. All deliverable will meet ISO 31000 and COSO standards	100% inspection. The TO COR will review each Deliverable for quality/timeliness according to criteria established in this TO	<p>The Government will not pay for services that do not conform or do not meet performance standards, or have not been properly rendered.</p> <p>The contractor will be given an opportunity to correct non-conforming services at no cost to the Government if the services are non-conforming or the contract requirement is unacceptable.</p>